

F. No. 7/1/2018-OAS
Government of India
Press Information Bureau
(Office Automation Section)

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Shastri Bhawan, New Delhi
Dated: 21st August, 2018

Notice Inviting Tender

Subject: Annual Maintenance Contract (AMC) for Fax Machines installed in Press Information Bureau, New Delhi.

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Press Information Bureau invites sealed quotation in **two stage bidding** for Annual Maintenance Contract (AMC) in respect of Canon Fax Machines installed at Press Information Bureau-Hqrs., New Delhi. The details of the machines may be seen at Annexure-III.

2. The rates for the AMC per machine shall include all spares and parts except consumables. The number of machines would vary from time to time.

3. The technical / financial bid should be in two separate covers with technical bid mark as "TECHNICAL BID" and financial bid proposed be marked as "FINANCIAL BID" and both these envelopes shall be put in another bigger envelope super subscribed "Annual Maintenance Contract (AMC) for Fax Machines installed in PIB-Hqrs."

4. The sealed quotation may be addressed to the Deputy Director, Press Information Bureau, Room No. 716, 'A' Wing, Shastri Bhawan, New Delhi. The last date of submission of bids/quotation is 19.09., 2018 upto 15.30 hrs. The quotation will be opened **on the same day at 1600 Hrs.** The interested parties can submit their bids in the tender box installed with Reception officer at the reception before the stipulated date and time. Interested parties or their authorized representatives who wish to be present at the time of opening of quotation may remain present and enter the premises of this Bureau with permission of competent authority in PIB.

5. The interested bidders or their representatives will have to give their consent to abide by terms and conditions of the said tender by signing the attendance sheet. The written queries/complaints of the applicants, if any, will be addressed by officers present at the time of opening of tender. The validity of the complaint/ queries is the sole discretion of the officers present during the opening of the tender. No complaints will be entertained after tender are opened following the due process with consent of participating bidders.

6. The rates quoted will be valid for a period of one year from date of award of contract. However, Bureau reserves the right to extend the contract period upto three more years on satisfactory performance of previous year on the existing terms and conditions including payment charges or curtail the period of the contract. Disputes, if any, arising in the matter shall be settled by an arbitrator to be nominated by head of Department in the Bureau. No demand for revision of rate on any account shall be entertained during the contract period.

....2/-

7. The successful bidder will have to deposit **Performance Security of Rs.10,000/- (Rupees Ten Thousand Only)** in the form of Demand Draft from a Nationalized Bank along with signed terms and conditions (copy enclosed) and earnest money will be returned to firm. The performance security will be forfeited if the firm fails to perform any of the terms and conditions of the instant tender. Performance Security would remain valid for a period of One Hundred Twenty days beyond the date of completion of all contractual obligations including warranty obligations.
8. The firm / company must be **ISO certified**.
9. The firm / company should be registered with the Registrar of Companies. The quotations received after the stipulated date and time will not be entertained in any case.
10. The firm / company shall **maintain the equipment (s) as per manufacturer's guidelines and shall use Standards components for replacement**. Until and unless written orders of the undersigned are conveyed, the original specification / characteristics / features shall not be changed.
11. Immediately on award of the contract, the contractor would give a report for taking over all equipment in working condition (with their configuration – make & model number). It shall be the responsibility of the firm to keep all the fax machines satisfactorily in working condition throughout the contract period and also to hand over the systems to the Bureau in working condition on the expiry of the contract. In case any damage to the systems of the Bureau is found, compensation, which would be determined by the undersigned must be paid by the firm.
12. The firm / company will prepare separate logbook for each of the machines to be taken under AMC.
13. In case the contractor, backing out midterm without any explicit consent of this Bureau, the firm will be liable towards recovery at higher rates, vis-a vis, those contracted with it, which may have to be incurred by this Bureau on maintenance of machines for the balance period of contract though alternative means.
14. Any act of backing out would automatically debar the firm / company from any future dealings with the Bureau and performance security/ EMD amount would be forfeited.
15. The Press Information Bureau reserves the right to cancel the process of tender/contract at any point of time without assigning any reasons thereof.
16. If the services rendered are not found satisfactory at any point of time during the period of the contract, the contract is liable to be cancelled without any notice.



17. Any information thereto, if required, may be collected from Section Officer (OAS), Press Information Bureau, Room No. 707A, 'A' Wing, Shastri Bhawan, New Delhi - 01 or on Telephone No. 2338 5388.

18. The contract shall be subject to Indian Laws and the jurisdiction of Delhi Courts.


19. **The Technical Bid should include the following details:**

- a). Company Profile; Details of company in prescribed Performa Annexure-I.
- b). Copy of Registration Certificate of (GST & PAN).
- c). Address of workshop in Delhi / NCR.
- d). Present contracts in Government Departments.
- e). Requisite proof of being Authorized Partner/Service Provider of Canon.
- f). Copy of proof of annual turnover form of CA certified letter and copy of Income Tax return of last three years.
- g). Copy of three years experience of similar work in at least two Ministries / Departments with requisite proof
- h). The quotation shall be accompanied by an earnest money of **Rs.5,000/- (Rupees Five Thousand only) in form of Demand Draft** in favor of DDO, PIB, New Delhi. **The cheque will not be accepted.** The quotations received without earnest money shall be summarily rejected without assigning any reason thereof and no applicant shall have any right to represent against it, even if, quotation happen to be lowest. The earnest money will be forfeited, if the contractor fails to abide by the rules.

20. **Financial Bid:**

- i) Rates should be quoted in prescribed Proforma as per **Annexure-II**.

21. After awarding the contract, the concerned firm will enter into an agreement with the Bureau as per enclosed terms and conditions for a period of one year with any additions/deletions thereof, if necessary.


[Sushila Minj]
Deputy Director (OAS)
Tel. # 2338 3648

Encl: as above

To : NIC, PIB to upload this notice on the website of PIB.

Annexure-I

PROFORMA FOR TECHNICAL BID

(For AMC of Fax machines of Press Information Bureau)

| S. No. | Particulars | Page No. |
|---------------|---|-----------------|
| 1. | Company Profile (viz. firm's Name and Full Postal Address with Telephone / Mobile No.) with copy of ISO Certificate | |
| 2. | Copy of Registration Certificate of (GST & PAN). | |
| 3. | Address of workshop in Delhi / NCR | |
| 4. | Copy of proof of annual turnover form of CA certified letter and copy of Income Tax return of last three years | |
| 5. | Copy of three years experience of similar work in at least two Ministries / Departments with requisite proof | |
| 6. | List of technical persons with qualifications | |
| 7. | Copy of Authorized Partner/Service Provider of Canon | |
| 8. | EMD details (Amount, Name of Bank, Branch, DD. Date & No.) | |

DECLARATION

I / We hereby certify that the information furnished in Annexure-I is true and correct to the best of my knowledge. I / We understand that in case any deviation in the statements furnished in Annexure-I at any stage, the company will be blacklisted and will not have any dealing with this Bureau in future. I / We hereby further certify that firm has not been ever blacklisted from any Government Departments / Undertakings.

(Name and Signature of authorized signatory with stamp)



PROFORMA FOR FINANCIAL BID

(For AMC of Fax machines of Press Information Bureau)

I / We hereby declare and affirm that I / we have read and understood the terms and condition of the contract as stipulated in the Tender Notice
Dated _____.

2. Accordingly, I / we hereby offer the following rate for AMC Annual Maintenance Contract (AMC) of fax machines Machines:-

3. I, on behalf of M/s _____ hereby declare that all the terms & conditions as mentioned in the Tender Notice dated _____ of Press Information Bureau are fully acceptable to us.

(Name and Signature of authorized signatory with stamp)



Annexure-III

**Press Information Bureau
Government of India**

List of Fax Machines installed in PIB Hqrs.

| Sr. no. | Model No. | Sr. no. of machine | Installed at room no. |
|---------|-------------|--------------------|--------------------------|
| 1 | Canon L-140 | GRS 03471 | 109, SB* |
| 2 | Canon L-170 | QZC03637 | 707A, SB |
| 3 | Canon L-140 | GRS03443 | 707, SB |
| 4 | Canon L-140 | CRU12579 | 102, SB |
| 5 | Canon L-170 | Q2603281 | 716, SB |
| 6 | Canon 4350d | ELD53740 | 103B, SB |
| 7 | Canon L140 | GRS03714 | 103B, SB |
| 8 | Canon L-140 | GRS03511 | 13-G, SB |
| 9 | Canon L-140 | GRS03659 | 103B, SB |
| 10 | Canon L-140 | GRS03493 | 103B, SB |
| 11 | Canon L-140 | GRS03456 | 103B, SB |
| 12 | Canon L-220 | JKD24912 | ADG Railway, South Block |
| 13 | Canon L-140 | CRU06445 | 203, NMC** |
| 14 | Canon L-140 | GRS03369 | 106, NMC |
| 15 | Canon L-140 | GRS03656 | 206, NMC |
| 16 | Canon L-140 | GRS03658 | 202, NMC |
| 17 | Canon L-140 | GRS03350 | 001, NMC |
| 18 | Canon L-140 | GRS03473 | 307, NMC |
| 19 | Canon L-140 | GRS03651 | 003, NMC |
| 20 | Canon L-140 | GRS03348 | 207, NMC |
| 21 | Canon L-140 | GRS03367 | 007, NMC |

* SB = Shastri Bhawan
** NMC = National Media Centre

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TERMS AND CONDITIONS OF AGREEMENT

THE AGREEMENT MADE ON _____ between Press Information Bureau (hereinafter referred to as 'THE CLIENT' which expression shall unless excluded by or repugnant to the context be deemed to include its successors in Office Representatives and assigns) of the FIRST PART and M/s. _____ (hereinafter referred to as THE COMPANY which expression shall unless excluded by or repugnant to the context be deemed to include its successors in interest and permitted assigns) of the OTHER PART."

(A) WHEREAS THE CLIENT has accepted the offer of the Company to render the service for the maintenance of..... with effect from..... at the cost of Rs. _____. For the entire services/maintenance/repairs for the maintenance on the terms and conditions herein.

(B) "WHEREAS THE CLIENT" is desirous of having maintenance and service of.....
.... at Shastri Bhawan (hereinafter to be referred as Equipments).

(C) AND WHEREAS pursuant to the offer of the Company, the client has agreed to engage the Company for the maintenance of..... on terms and conditions hereinafter.

(D) AND WHEREAS the company has offered to render its services to maintain the equipments to the satisfaction of the Client.

(E) NOW, THEREFORE, THIS AGREEMENT WITNESSES THAT THE PARTIES have agreed as follows:-

(i) THE COMPANY SHALL render the maintenance, servicing and repair work for a period of w.e.f.
under Annual Maintenance Contract at the cost of Rs. ____/-per annum.
Half yearly payment will be made after end of six month on production of satisfactory report from the concerned users.

(ii) THE COMPANY shall undertake to introduce a system of periodic preventive maintenance visits made by the Maintenance Personnel, which shall be at least once in every month.

(iii) IN ADDITION TO PROMPT attendance to all the complaints within 2 hours/same day of receipt of its notice, the Company shall carry-out routine check up and maintenance of the said equipment at least once in a month.

(iv) THE COMPANY shall take prompt corrective action in response to the complaints received by it through its engineers within 2 hours provided, however, in case of the complaints received at late hours of the day will be attended at the early hours of the following working day.

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- (v) UNLESS OTHERWISE AGREED the company shall ensure to carry-out the maintenance and repairing work as per the latest modification standard applicable to the Client's Equipments.
 - (vi) The Engineers will work under the instructions of the Office Automation Section of the Press Information Bureau and shall submit complaint sheets for each complaint attended by them. The complaint sheet, would clearly define the nature of the complaint, location of office and time taken for rectification of a complaint. The engineers are also required to get the complaint sheets signed by the respective users.
 - (vii) The AMC will include rectification of all complaints to be done by Engineers. The engineer will have to ensure that all calls are attended within two working hours and the upkeep time for the repair of any system would be up to two working days.
 - (viii) THE COMPANY undertakes to discharge all its obligations under (Contract/Agreement) in good workmanship manner and in case any equipment remains idle for want of repairs or reprographics/IT materials for more than 48 successive hours or 2days after receiving complaints lodged by the user at the Service center, no payment will be paid to the company for the whole month. In case any equipment is down for want of spare parts, the company will have to furnish an undertaking duly attested by the user and the parts may be replaced in five(5) days.
 - (ix) THE COMPANY shall provide a standby fax machine if the equipment is not repaired within the stipulated time so that office work may not suffer.
 - (x) THE COMPANY shall provide all preventive maintenance service, replacement of spare parts, etc free of charge except the consumables like ink cartridges, head cartridge etc. The company will take replaced parts. The Equipment will have to be repaired in-house. No Equipment should be taken out for repairs without a valid gate pass and making proper entries with the coordinator.
 - (xi) The defective equipments/spares will be replaced free of cost by the equipments/spares will be replaced by the equipments/spares of the same specification and in case these are not available, the higher specification will have to be installed. In no case, will defective items be replaced by old spares. The details of the defective items/ parts and of those are replaced will be specified in the log-sheet.
 - (xii) The Company shall provide functional Mobile Phone numbers to the Engineers for urgent communications.
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(xxiii) IN WITNESS WHEREOF THE Parties here to through their respective authorized representatives caused this present executed on the day and any year mentioned above.

Signature of the _____ (Service)

(Name Shri: _____)

Shri